

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268

POST OFFICE STRUCTURE PLAN

Docket No. N2012-2

**RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS DAY  
TO PUBLIC REPRESENTATIVE INTERROGATORIES  
(PR/USPS-T1-12—13)  
(July 5, 2012)**

The United States Postal Service provides the responses of witness Jeffrey Day to the above-identified interrogatories of the Public Representative, dated June 28, 2012. The interrogatories are stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE  
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July 5, 2012

## **RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS DAY TO PUBLIC REPRESENTATIVE INTERROGATORY**

### **PR/USPS-T1-12.**

Your response to PR/USPS-T1-1a states, "Saturday retail window service hours will not be changed pursuant to POSTPlan." USPS-LR-N2012-2/1 shows that Glencliff, NH 03238 will be a Level 2 office (Column P) and currently provides Saturday retail window service (Column U). The Post Office Locator Tool at USPS.com shows that Glencliff provides retail window service on Saturday from 7:00am to 1:00pm.

- a. As the person with "primary responsibility for managing and developing policies and procedures governing day-to-day retail operations in Post Offices," (USPS-T-1 at i) please explain the anomaly of a Level 2 office offering 6 hours of retail window service on Saturday.
- b. PB 22289 (July 15, 2010) revises POM 126 Retail Services Management. Section 126.412 states, "Window service is provided on Saturdays if there is a demonstrated need." Please explain, for FY2013 and beyond, how the Postal Service manager with authority to set Saturday retail window service hours at a Level 2 office will determine whether there is a "demonstrated need" for Saturday retail window service.
- c. POM section 126.42 states, "If the needs of the community have changed, the postmaster should use recent Window Operations Survey (WOS) reports as well as customer feedback to determine if a change in service hours should be considered." Will this procedure apply to RMPOs and PTPOs in future years?
- d. Please discuss the justification for, and provide any analysis performed regarding, leaving the Saturday retail window service hours unchanged.

### **RESPONSE**

- a. The Postal Service anticipates that Saturday hour usage may increase with the implementation of POSTPlan, and has determined that to best evaluate the need for Saturday hours, it will not change Saturday hours as a result of POSTPlan. This will allow the Postal Service to review customer use of Saturday window service hours during the implementation period. If customer use changes on Saturdays during the implementation period, future evaluation of Saturday hours can take this change in behavior into consideration. Once POSTPlan is fully implemented and the hours of each POSTPlan office have been aligned accordingly, the Postal Service will evaluate the demonstrated need for Saturday

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window service hours at RMPOs and PTPOs in the same manner it evaluates the demonstrated need for Saturday window service hours for all other Post Offices.

- b. The cited revision to POM 126 Retail Services Management. Section 126.412 will not be changed as a part of POStPlan, except for the addition of the requirement that units offering Saturday delivery must continue to do so unless otherwise approved by Headquarters Retail Operations. Once POStPlan is implemented, the need for Saturday window service hours for RMPOs and PTPOs will be evaluated in the same manner as other Post Offices. Please also see the response to subpart [a] above.
- c. No. In the near future, the Postal Service will be revising POM section 126.42. Specifically, the cited provision (POM section 126.42 Change in Retail Hours) and subsequent provision (POM 126.43 Postal Operations Manual) will be removed, and replaced with the following text:

**126.42 Change in Retail Hours**

Except as provided below, permanent changes in the hours of operation must be approved by the district and area offices. Once approved, the area retail office must notify Headquarters Retail Operations of the change in hours of operation at a minimum of 30 days in advance of the change. The notification is performed via e-mail, using the "Notification of Proposed Change in Office Hours" located at <http://blue.usps.gov/wps/portal/officehours>.

Total daily hours of service for RMPOs and PTPOs on weekdays are determined by Headquarters Retail Operations. The actual hours of service each weekday and weekend are determined by district officials. Offices offering Saturday delivery must continue to do so unless otherwise approved by Headquarters Retail Operations.

The postmaster is responsible for informing customers 30 days in advance of any change in hours of operation by posting temporary signs on the

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entrance doors. These temporary signs should identify the nearest Post Office that can provide retail service outside of the new hours of operation. Offices must check with their district retail office for further information about appropriate temporary signage.

The postmaster must order a replacement for the mandatory "hours of operation" decal from the *Direct Vendor Signage Catalog* with sufficient time to receive the new decal prior to the change in hours. Apply the new decal to all entrance doors per the retail standardization guidelines.

The postmaster is also responsible for making changes to all databases containing unit hours of operation such as the facilities database. Review and update the lobby hours, window service hours, Express Mail acceptance times, and passport acceptance times as necessary.

- d. Please see the response to subpart [a].

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**PR/USPS-T1-13.**

What policies or programs have been or will be established by the Postal Service to recruit employees to staff RMPOs and PTPOs? Please provide a detailed description of any such policies or programs.

**RESPONSE**

The Postal Service will follow the same policies and procedures used today to recruit career and non-career employees. The Postal Service is going through the recruiting process and has been approved to accept applications. In addition, the Postal Service has offered Postmasters eligible for optional retirement the opportunity to return to serve as Postmaster Relief employees without any effect on their annuity payments.